



Town of Needham Police Department

Job Posting

Title: Public Safety Dispatcher
Position Status: Full-time (40 hours per week)
Hourly Salary Range: \$29.94 - \$40.44

The Town of Needham is seeking a qualified individual to fill the full-time position of **Public Safety Dispatcher**. Under the general supervision of the Police Public Safety Dispatcher Supervisor, the Public Safety Dispatcher is responsible for receiving all oral and electronic communications from the public and public safety personnel coming into the station, and the initial deployment of law enforcement and or Fire Department personnel and equipment. Sound decision making capability is necessary in transmitting requests for service to the appropriate location.

Duties and Responsibilities (these duties are a general summary and not all inclusive):

- Report any deployment of public safety personnel beyond their regularly assigned routes or sectors to the designated supervisor
- Announce the call letters of the Department as issued by the Federal Communications Commission (KZR401)
- Be thoroughly familiar with departmental procedures relating to the use of radio and other communication equipment
- Acquire a thorough knowledge of the location and lay-out of streets, buildings, parks, housing developments and other significant areas of the community so as to maximize the accuracy and speed of dispatches
- Respond to all complaints received in a calm, civil manner
- Remain familiar with emergency procedures that relate to matters requiring urgent attention so as to be capable of activating them immediately
- Keep personnel who have been dispatched on calls fully informed of all facts affecting the safety or efficiency of their response to the call
- Answer all telephone calls promptly and respond using the appropriate statement (followed by title and surname), "this call is being recorded"
- On Enhanced 9-1-1 lines the phone will be answered by saying "9-1-1, "what is your emergency?"

Requirements:

To be considered for the position, applicants must have at least:

- Knowledge of public safety and dispatching procedures
- Certification in CPR and first responder
- Interpersonal relation skills
- Familiarity with street locations
- Keyboarding/CAD skills
- General computer skills
- Equivalent to completion of four (4) years of college, plus specialized courses

How to Apply:

Application submissions should include a cover letter and resume. The preferred submission is via email as an attached PDF file; however, any of the following methods will be accepted:

Email: hr@needhamma.gov

Fax: 781-455-0165

Mail: Human Resources Department, 1471 Highland Avenue, Needham, MA 02492.

Resumes will be accepted until 5 PM on **Wednesday, August 11, 2021.**

The Town of Needham is an Affirmative Action/Equal Opportunity Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

